



### About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

## Baldridge in Virginia

- **24 Virginia applicants for the Baldridge Award (2005–2015)**
- **4 Virginia award applicants from 2011 to 2015 represent 3,926 jobs, 52 work locations, \$765 million in revenues/budgets, and over 1 million customers served.**
- **13 Baldridge examiners from Virginia volunteered over \$197,000 in services in 2015.**

## Virginia National Role Model

PricewaterhouseCoopers Public Sector Practice, service, 2014 (McLean)

### Success Story



PricewaterhouseCoopers Public Sector Practice (PSP) was formed in 2005 and is one of 17 business units of PricewaterhouseCoopers. Key customers are the U.S. federal government and state and local governments.

Within PwC, this group is the only unit to serve this market. PSP provides business advisory services, including risk consulting, management consulting, and technology consulting. Headquartered in McLean, PSP employs nearly 1,100 people and reported gross revenue of \$265.5 million for fiscal year 2014.

### Selected Results

- “Exceptional” or “very good” ratings on the federal government’s Contractor Performance Assessment Reports at or near 100% for 2010–2014
- 50+ Net Promoter System (tool for measuring and comparing customer engagement and loyalty) survey scores in all markets since 2012—equal to or better than scores for some of the most respected companies in the country
- Growth in revenue from \$41 million in 2005 to \$265 million in 2014
- Decreases in workforce turnover each year from 2009 to 2014, from approximately 22% to 13%, against an industry average of 20%

## The U.S. Senate Productivity and Quality Award for Virginia and D.C.

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldridge-based programs, serves organizations from all industry sectors. These programs rely on the Baldridge Program for the Baldridge Excellence Framework and other resources but operate without financial support from the Baldridge Program. Virginia Senate Productivity and Quality Award (SPQA; <http://www.spqa-va.org>) administers the Baldridge-based U.S. Senate Productivity and Quality Awards for Virginia and the District of Columbia. SPQA is an all-volunteer organization and is the longest continuously operating award program of its type in the United States. SPQA offers both public and customized workshop training programs; a process of formal review and feedback for Virginia and D.C.-based businesses regardless of size, sector or organizational maturity (based on the Baldridge Framework for Performance Excellence); and an award program that recognizes participating organizations as they progress in their efforts.

## 2012–2015 Senate Productivity and Quality Award Recipients in Virginia

Arlington County Public Schools (Medallion)  
National Reconnaissance Office—Media Services Center  
(Medallion)

Mountain States Health Alliance (Medallion)  
Bon Secours St. Mary's Hospital (Plaque, Achievement)  
Mary Washington Healthcare (Plaque)

### Success Story



Arlington Public Schools (APS) serves Arlington County, a diverse, dynamic, and professional community located across the Potomac River from Washington, D.C. With 36 schools and more than 24,000 students, APS is the 13th largest among Virginia's 132 school divisions. APS's students hail from 111 nations and speak 88 languages.

### Selected Results

- Strong upward trend in on-time graduation rates for all student groups, approaching 95%
- Significant improvement trends in Standards of Learning Test pass rates; narrowing of the achievement gap between different student groups

## AHCA/NCAL National Quality Award Winners in Virginia

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Brandon Oaks Assisted Living (2015, Silver)  
Heritage Hall Blackstone (2015, Silver)  
Heritage Hall Laurel Meadows (2015, Silver)  
Heritage Hall Tazewell (2015, Silver)  
Heritage Hall Virginia Beach (2015, Silver)  
Kindred Transitional Care and Rehabilitation—Nansemond  
Pointe (2015, Silver)  
Arleigh Burke Pavilion (2015, Bronze)  
Envoy of Staunton (2015, Bronze)  
The Gardens at Warwick Forest (2015, Bronze)  
Lake Taylor Transitional Care Hospital (2015, Bronze)  
The Laurels of Bon Air (2015, Bronze)  
The Villa at Suffield Meadows (2015, Bronze)  
Heritage Hall—Nassawadox (2014, Silver)  
Augusta Nursing & Rehab Center (2014, Bronze)  
Avante at Harrisonburg (2014, Bronze)

Avante at Lynchburg (2014, Bronze)  
Avante at Waynesboro (2014, Bronze)  
Beth Shalom Village (2014, Bronze)  
Birmingham Green (2014, Bronze)  
Brandon Oaks Assisted Living (2014, Bronze)  
Consulate Health Care of Williamsburg (2014, Bronze)  
Consulate Health Care of Woodstock (2014, Bronze)  
Dogwood Village of Orange County Health and  
Rehabilitation (2014, Bronze)  
Envoy at the Meadows (2014, Bronze)  
Kings Daughter Community Health & Rehab. (2014, Bronze)  
Lee Health and Rehab. (2014, Bronze)  
Lynn Care Center (2014, Bronze)  
Potomac Falls Health and Rehab. Center (2014, Bronze)  
Radford Health & Rehab. Center (2014, Bronze)  
Sitter and Barfoot Veterans Care Center (2014, Bronze)

## Robert W. Carey Performance Excellence Award Winners in Virginia

The Secretary of Veterans Affairs' [Robert W. Carey Performance Excellence Award](#) recognizes organizations within the Department of Veterans Affairs that have implemented management approaches that result in sustained high levels of performance and service to veterans. The award criteria are aligned with the Baldrige Criteria for Performance Excellence.

Hunter Holmes McGuire VA Medical Center (Achievement, 2010)